



Your go-to resource for a smooth implementation

We strive to deliver an unrivaled customer experience throughout your relationship with Windstream Enterprise. Our team has architected a design using our award-winning solutions and now it's time to turn your plan into action with a successful implementation. In order for our team to effectively facilitate this onboarding experience, see below for your responsibilities based on solution set.

☑ **Customer Project Management Team**

Your team's active participation in the implementation process is critical to success. If you have personnel on-staff to work as project managers, subject matter experts, technical contacts, billing resources and executive sponsors, we will rely on their capabilities at different stages to meet the agreed upon deadlines.

☑ **LAN & WAN Services**

To improve IT agility with our LAN or WAN services, we will collaborate to ensure proper connectivity and access is available, as well as gather the most up-to-date information for each of your locations. You will need to supply the inside wiring and cabling extensions. However, if assistance is needed, you have full access to our Professional Services team.

☑ **Software Defined Wide Area Network (SD-WAN) / Secure Access Service Edge (SASE)**

To optimize your network for cloud-based applications with our managed SD-WAN solution, we will require the identification of specific application policies, remote VPN access details and confirmation of NAT or PAT policies, as needed.

☑ **Managed Network Security (MNS) Services**

To protect your network and business from cyberthreats with MNS, we ask that you provide security policies related to firewall whitelists/blacklists, URL filtering and remote VPN details, as well as a production window for the base-line activation of our security information and event management (SIEM) solution.

☑ **Unified Communications Systems (OfficeSuite UC® and Avaya XCaaS/CCaaS)**

To maximize the performance of our cloud-based communications and collaboration solutions, we will need you to thoroughly review any Windstream Enterprise quotes and statements of work. To ensure a successful installation, we require the proper PoE switches or power supplies for any IP phones, specifications for any 3rd party devices, and a clear understanding of any 3rd party integrations.

☑ **Professional Services to Augment Your IT Resources**

Wherever there may be a need or gap, you can leverage our Professional Services as an extension of your team. From single-site deployments to complex multi-national networks, we can bring an experienced approach and targeted resources to help you move ahead with your implementation faster—and cost effectively.

To learn more about customer responsibilities, visit our [Terms & Conditions](#)